

Facilitator CHiPs



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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Facilitation Services Available:

- Process Improvement
- Team Building
- Change Management
- Strategic Planning
- Customer Focus and Assessment
- Baldrige Performance Excellence Criteria
- Valuing Differences
- Problem Solving, Decision Making, and Consensus Building Tools
- 360° Feedback Instruments
- Conflict Mediation
- Problem Identification and Clarity
- Reengineering
- Integrated Organizational Renewal
- Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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or

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Visit the [Facilitator Program Web Page](#)

Baldrige Basics: Achieving Performance Excellence

The Baldrige Performance Excellence Criteria have evolved since their creation in 1987 by Congress, a result of applying the continuous improvement principle to the Criteria. Administered by the National Institute of Standards and Technology in the Department of Commerce (www.quality.nist.gov) with the help of the American Society for Quality, the seven criteria cover the common systems and practices of world class role models.

Leadership The leadership system, expectations, values, and public responsibilities.

Strategic Planning The strategic and business planning and deployment of plans, with a focus on customer and operational performance requirements.

Customer and Market Focus The way a company determines its customer and market requirements and expectations, enhances relationships with customers, and determines their satisfaction.

Information and Analysis The data collection and analysis used to support customer-driven performance excellence and marketplace success.

Human Resource Focus The methods used to realize the full potential of workers to create a high-performance organization.

Process Management The systems for assuring the quality of products and services.

Business Results Performance results and trends and comparison with competitors in key areas: customer satisfaction, finance and the marketplace, human resources, suppliers and partners, and operations.

In our next issue:

Baldrige Basics: Core Values and Concepts

